HOTPOINT SERVICE

SERVICE CALL: If you have a problem with your appliance ring your local Service Office.

SPARES and ACCESSORIES: To purchase spares and accessories send your Accessories Order Form to your Service Centre. If the accessory or spare part you want is not on the form then contact your Service Centre for prices and availability.

Please address all correspondence to Hotpoint Service Centre or Hotpoint Service Office as applicable.



■ Service Office and Service Centre
● Service Office only

IRELAND

Northern Ireland:
256 Ormeau Road, Belfast, BT7 2FZ.
Tel: Belfast 647111.

Eire: 35/36 Arran Quay, Dublin 7.
Tel: Dublin 725922.

Spares and accessories may be ordered from either address.

SCOTLAND

- ● **ABERDEEN:** 68 Carden Place, AB1 1UL. **Tel: Aberdeen 642283.**
- ● **DUNDEE:** Bannerman House, South Tay Street, DD1 1NR. **Tel: Dundee 28383.**
- ● **EDINBURGH:** 35 West Bowling Green Street, Leith, EH6 5NX. **Tel: 031-554 1431.**
- ■ **RENFREW:** West Lodge Road, Blythswood Estate, PA4 9EN. **Tel: Office 041-886 6241 Centre 041-886 5611.**

NORTH EAST

- ● **NEWCASTLE:** 24 Northumberland Road, NE1 8AJ. **Tel: Newcastle 321008**
- ● **MIDDLESBROUGH:** 59 Albert Road, TS1 1NG. **Tel: Middlesbrough 248436**
- ● **HULL:** Custom House Building, Whitefriargate, HU1 2EU. **Tel: Hull 224777.**
- ● **MEXBOROUGH:** Morphy Richards, Swinton Works, S64 8AJ. **Tel: Mexborough 582831.**
- ■ **WETHERBY:** Sandbeck Lane, LS22 4TW. **Tel: Office Wetherby 61261/61444 Centre Wetherby 61221.**

NORTH WEST

- ● **KENDAL:** 2B Highgate, LA9 4SX. **Tel: Kendal 24483.**
- ● **PRESTON:** 24/25 Cannon Street, PR1 3NR. **Tel: Preston 24311.**
- ● **ST. HELENS:** 40 Cowley Hill Lane, WA10 2AD. **Tel: St. Helens 35152.**
- ● **ELLESMERE PORT:** 1 Church Parade, L65 2ER. **Tel: 051-356 2141.**
- ■ **STOCKPORT:** 44/46 Station Road, Heaton Mersey, SK4 3QT. **Tel: Office 061-442 8677 Centre 061-432 0255.**

EAST MIDLANDS

- ● **LINCOLN:** Firth Road, LN6 7BW. **Tel: Lincoln 33611**
- ● **LEICESTER:** 65 Belgrave Gate, LE1 3HR. **Tel: Leicester 29936.**
- ● **WELLINGBOROUGH:** 39B Cambridge Street, NN8 1DW. **Tel: Wellingborough 223669.**
- ■ **NOTTINGHAM:** Ashling Street, NG2 3JB. **Tel: Office Nottingham 862431 Centre Nottingham 860387.**

WALES

- ● **LLANDUDNO JUNCTION:** Conwy Road, LL31 9RZ. **Tel: Deganwy 82626.**
- ■ **BRIDGEND:** 18 Western Avenue, Bridgend Industrial Estate, CF31 3SL. **Tel: Office Bridgend 64121 Centre Bridgend 64127.**

EASTERN

- ● **NORWICH:** 92 Upper St. Giles Street, NR2 1LT. **Tel: Norwich 620581.**
- ● **PETERBOROUGH:** Celta Road, PE2 9JB. **Tel: Peterborough 64741.**
- ● **LUTON:** 5 Crawley Road, LU1 1HX. **Tel: Luton 452211.**
- ● **CHELMSFORD:** Industrial Buildings, Beehive Lane, CM2 9TE. **Tel: Chelmsford 269331.**

Spares and accessories may be ordered from Hotpoint Spares Administration Dept., Celta Road, Peterborough, PE2 9JB. Tel: Peterborough 68989.

WEST MIDLANDS

- ● **STOKE-ON-TRENT:** West Avenue, Nelson Estate, Talke, S17 1TN. **Tel: Kidsgrove 74511.**
- ■ **ALDRIDGE:** Westgate, WS9 8UX. **Tel: Office Aldridge 55641/55861 Centre Aldridge 55866.**

SOUTH MIDLANDS

- ● **DIDCOT:** 224 Broadway, OX11 8RS. **Tel: Didcot 817711.**

Spares and accessories may be ordered from either Aldridge or Wembley Centres.

LONDON and SOUTH EAST

- ● **SUTTON:** 2 St. Nicholas Road, SM1 1EH. **Tel: 01-643 0921**
- ● **HAILSHAM:** 1 Kingswood, North Street, BN27 1DQ. **Tel: Hailsham 842733**
- ■ **WEMBLEY:** 68 East Lane, HA9 7PQ. **Tel: Service Office for S. Herts and Middlesex 01-908 1933 Service Office for London area 01-904 1250 Service Centre 01-904 0201.**
- ■ **LARKFIELD:** Larkfield Trading Estate, New Hythe Lane, ME20 6SW. **Tel: Office Maidstone 76571 Centre Maidstone 76631.**

SOUTH WEST

- ● **BRISTOL:** 3/5 Brislington Hill, Brislington, BS4 5BQ. **Tel: Bristol 714471.**
- ● **PLYMOUTH:** 69 Mutley Plain, PL4 6JH. **Tel: Plymouth 262631.**
- ■ **TOTTON:** South Hampshire Industrial Park, Salisbury Road, S04 3SA. **Tel: Office Totton 861981 Centre Totton 867933.**

In accordance with its policy of progressive product design, the Company reserves the right to alter specifications.

Hotpoint Ltd., Peterborough, PE2 9JB, England.

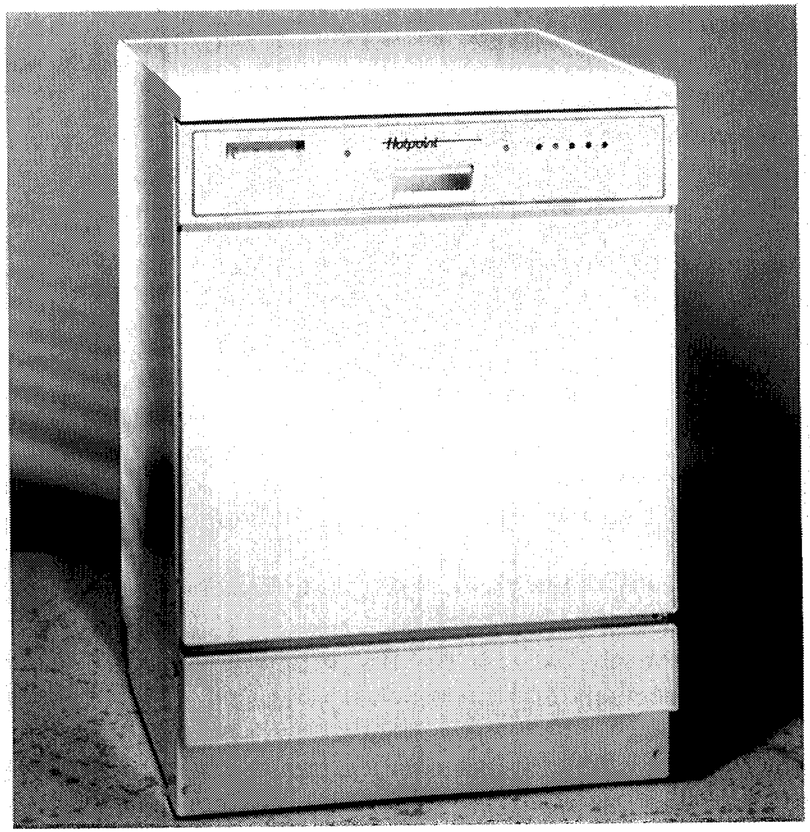
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H86

1 739 985 874 (6610)

HOTPOINT HANDBOOK DISHWASHER

MODEL NUMBER 7850



Hotpoint®

Introduction to your new dishwasher.

Before you start

You are no doubt keen to use your new dishwasher for the first time so that you can forget about the chore of washing up. Before you start, however, take a few minutes to read through this handbook with the dishwasher in front of you so that you can get the best out of it from the very start.

You should have already followed the instructions in the **Installation** booklet supplied and your machine will be ready to work. If not do not proceed any further until you have done so.

What items are not dishwasher-proof?

This is always the first question asked by anyone who has ought a dishwasher for the first time, so we will answer it before we go any further.

The items not suitable for washing in a dishwasher are:

Cutlery with wooden or bone handles
Pans with wooden handles
Parts joined by adhesive
Plastic, copper or tin items which cannot resist hot water
'On-glaze' decorated china, aluminium and silver items can discolour or fade
Lead crystal glassware can become opaque after being washed many times.

If you are in any doubt check with the manufacturers of the china, pans, and cutlery on their washability.

Can I only wash dishes in my dishwasher?

No, there are many more items you can wash in a dishwasher than you imagine, for example:

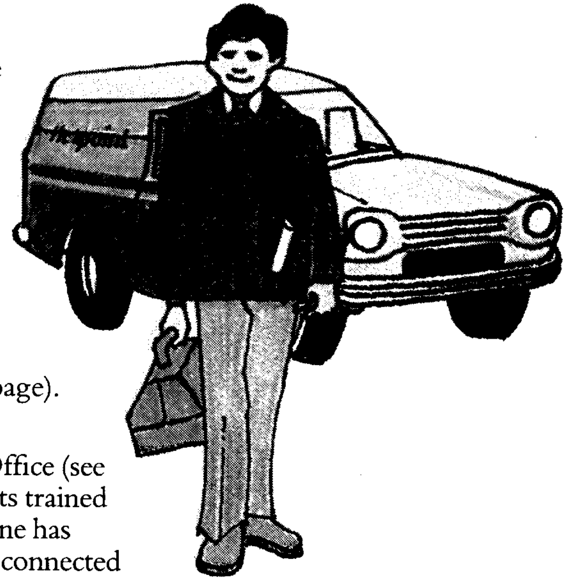
Oven furniture, hob fittings, stainless steel items, teapots, coffee pots, food processor and mixer attachments, glass microwave turntables – the list is almost endless and you will no doubt find some items to add to it!

Hotpoint Service Cover

Five year guarantee.

From the moment your appliance is delivered, Hotpoint guarantees it for FIVE YEARS.

During the five years all parts are completely free of charge provided they are fitted by Hotpoint's own Service Engineer. Labour costs are chargeable after the first year.



This guarantee does not cover accidents or negligence. The appliance must be used in the United Kingdom and must not be tampered with or ken apart by anyone who is not an authorised Hotpoint representative. Hotpoint's guarantee in no way limits your legal rights.

Service is provided by Hotpoint's own service organisation. Should you have any problems, simply telephone your nearest Service Office (see back page).

Installation check.

On request to your local Service Office (see back page) Hotpoint will send one of its trained Engineers to make sure that the machine has been properly unpacked and correctly connected to existing water and electrical supplies.

If necessary, the Engineer will also be happy to explain to you how your new appliance works.

Hotpoint Maintenance Plan.

At the end of the first year, Hotpoint offers a Maintenance Plan which, for annual payment, provides free of charge repairs throughout the membership period and also includes a free maintenance visit at the end of each year of cover.

Hotpoint recommends an annual maintenance visit so that a mechanical and electrical safety check can be carried out including lubrication and replacement of parts where necessary.

To ensure that you have an opportunity of participating in the Plan, please complete and post the Registration Card to your nearest Service Office (see back page). Full details of the Plan, together with an application form, will be sent to you in 12 months time.

Membership is renewable each year by mutual agreement.

Proof of purchase.

For future reference please attach your purchase receipt to this booklet and keep it in a safe place.

What next?

If you have been through the checklist and your machine is still not working properly switch off and unplug the machine at the socket, turn off the water tap, and call your nearest Service Office or local importer (outside the UK).

The telephone number is shown on the back page. Please note the number down in this space for future reference:

....

When you contact us we will want to know:

1. Your name, address and post code.
2. Your telephone number.
3. Clear and concise details of the fault.
4. The Model number (7850) and colour.
5. The date of purchase (enter here now):

....

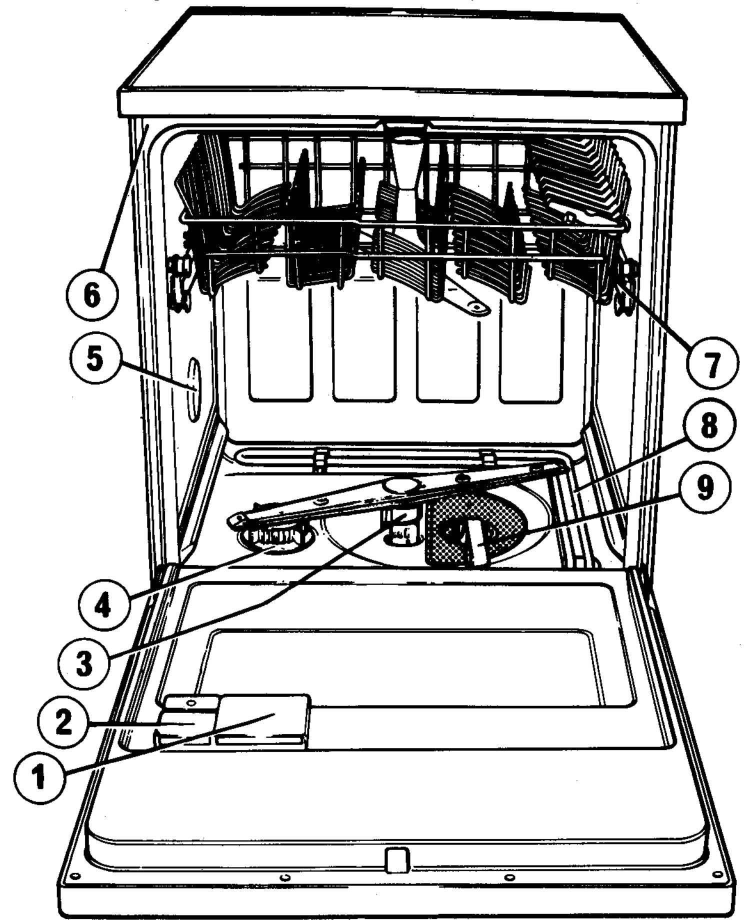
6. If you have taken out a Hotpoint Maintenance Plan.

Make sure you have all these details before you call.



Contents.

Get to know the main parts of your Dishwasher.



1. Detergent Dispenser (see page 7).
2. Rinse Aid container with level indicator (see page 6).
3. Spray Force Regulator (see page 12).
4. Salt Container Cup (see page 6).
5. Vent, to allow steam to condense during drying.
6. Water Hardness Adjuster (see opposite).
7. Upper Basket (see page 10, for height adjustment).
8. Heater (see note on plastic and wooden items, page 8).
9. Filters (see page 15 for cleaning).

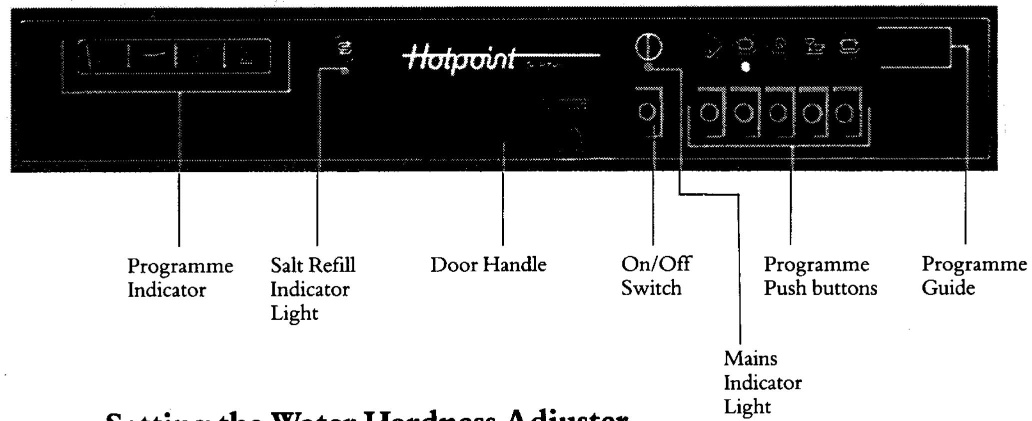
It keeps stopping and making clicking noises	Don't worry, the timer is working and selecting the next operation, and there are also pauses whilst the water heats up.
White deposit left on dishes/Glasses dull or misty	Possible causes: 1. The salt has run out (see page 6). 2. Rinse aid dosage is set too low (see page 7). 3. Lid of salt container not screwed down.
Glasses have greasy smears	Make sure that the rinse aid dosage is not set too high (see page 7).
Dishes still wet after drying	Make sure that: 1. Rinse aid dosage is not set too low (see page 7). 2. Water can drain off freely and not collect during drying (see pages 8 and 9).
Food specks left on dishes	Make sure that the filters are properly seated.
Water left under the filter	This is perfectly normal.
Tea/Coffee stains and lipstick left on cups and glasses	You may be using too little detergent.
Results are unsatisfactory	Possible causes: 1. Insufficient detergent used (see page 7). 2. Programme selector turned after filling detergent dispenser causing detergent to be lost. 3. Not correctly loaded/overloaded baskets (see pages 8 and 9). 4. Salt needs filling (see page 6). 5. Incorrect rinse aid setting (see page 7). 6. Filters incorrectly fitted or blocked (see page 4). 7. Nozzles in spray arm blocked (see page 13). 8. Spray arms obstructed by dishes (see pages 8 and 9). 9. Incorrect programme selected (see page 12).
Rattling noises	Make sure that the utensils are correctly arranged.

What to do if your machine goes wrong.

Firstly, don't panic! Experience has shown us that most common 'faults' can be easily cured by following this step by step checklist. Simply read down the list until you find your problem and then follow the advice given.

If you still cannot get your machine to work, follow the advice given under 'What next? at the end of the checklist.

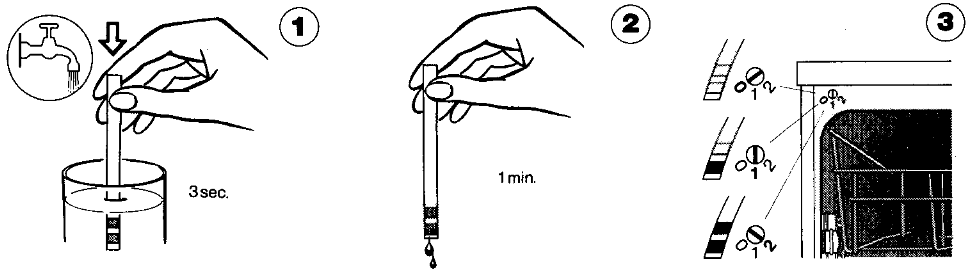
Problem	Checklist
It won't start	Make sure that: 1. The machine is plugged in and switched on at the socket. 2. The door is securely closed. 3. You have selected a programme and switched on. 4. The water supply is turned on. 5. The hoses are not kinked. 6. The fuses in the plug and main fuse box are OK. Try plugging in another appliance to check. If the fuse has blown refer to Electrical Requirements on page 2 of the Installation Handbook.
It won't fill	Make sure that: 1. You have not forgotten to turn on the tap. 2. The hoses are not kinked.
It won't empty	Make sure that: 1. The drain hose is not kinked. 2. The filters are not blocked (see page 15).
The machine's leaking	Make sure that: 1. The inlet and drain hoses are firmly attached to the machine. To do this remove the kick strip and trim panel (see Installation booklet). 2. The inlet hose is firmly attached to the water supply.



Setting the Water Hardness Adjuster

In order to ensure the correct amount of salt is being used to soften the water the Water Hardness Adjuster needs to be set accordingly. To set this you need to ascertain the degree of hardness of your water supply.

To do this use the test strip supplied in the envelope. Take the test strip out of its plastic seal and dip it for 3 seconds into a container of mains water so that both zones of the strip are covered (Fig. 1).



Remove the test strip from the water, wait for one minute and observe any colour change (Fig. 2).

If both areas remain greenish you are in a soft water area. Set the Water Hardness Adjuster to **0**, by using a screwdriver or a coin (Fig. 3).

If one of the two test zones becomes reddish the Water Hardness Adjuster should be set on **1**.

If both the test zones become reddish you are in a very hard water area and in this case the Water Hardness Adjuster should be set on **2**. If in any doubt regarding the water hardness in your area consult your Local Hotpoint Service Office for advice (see back page).

After setting the Water Hardness Adjuster you will need to add salt to the machine (see following section).

Salt, rinse aid and detergent.

In order to function properly your dishwasher needs a supply of the above three things. Salt and rinse aid are added occasionally and both have indicators to tell you when to add more. Detergent is added every time you wash a load.

Various manufacturers sell the above products most of which are suitable for your Hotpoint dishwasher. We particularly recommend *Sun* as it gives excellent results on all programmes and loads.

1. Salt

Why is salt used?

Salt is used to soften the water aiding both washing and rinsing, and avoiding the furring up of the internal parts of the machine. In areas with very soft water you will not need salt regularly but should occasionally use it to avoid the risk of furring up.

Important note: only use special granular or tablet salt. Do not use table salt, cooking salt or road salt as they contain insoluble substances which could harm the dishwasher.

Filling the salt container

Remove the lower basket and unscrew the salt container cap (see page 4). When the machine is new pour in 0.5 litre (1 pint) of water and then add 2.0kg (4½lb) of salt.

Note: be careful not to overfill when using tablet salt or you may not be able to refit the salt container cap, keep the salt load down to 1.5kg (3½lb).

Replace the cap and switch the machine to programme 1, which will rinse away any spilled salt solution (see page 12 for using the controls).

Salt refill indicator

When salt is required the red Salt Refill Indicator light ⊜ on the control panel (page 5) will come on.

Refill the salt container, remembering to use programme 1 (pre-rinse) afterwards to rinse away spilled salt solution.

2. Rinse aid

Why is rinse aid used?

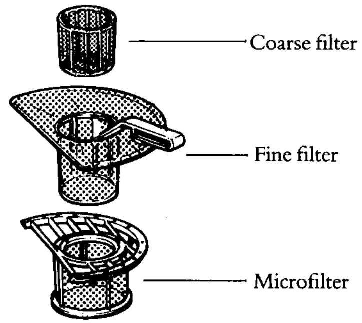
Rinse aid ensures quick drying and avoids the water spots and streaks which normally occur when a wet object is allowed to dry in the air.

Important note: only use rinse aid designed for use in dishwashers, do not use normal washing-up liquid.

Cleaning the filters

This is the most important item of maintenance you have to do.

The filters are found in the bottom of the machine on the right-hand side (see page 4).



The coarse and fine filters can be lifted out by the handle on the fine filter. They are simply pushed together and are easily separated.

They should be cleaned under running tap water after every wash.

The microfilter is a push fit into the base of the machine and can be removed by lifting straight upwards.

It should be inspected in place after every wash and removed and cleaned when necessary, and at least after every five washes.

When replacing make sure that the microfilter clips firmly into place and that the edges are flush with the base of the machine. The coarse and fine filters should then be reassembled and located back inside the microfilter, again with the edges flush with the base of the machine.

When the washing-up is done.

The machine stops automatically when the programme is finished.

Switching off

The first thing you should do is to switch the machine off by pressing the On/Off switch (the mains light will go out) and switching off the power at the mains socket.

Unloading

Allow the load to cool for about 15 minutes. It will cool faster if the door is opened and left ajar.

Unload the lower rack before the upper rack to avoid any drops of water falling on the lower dishes when the upper rack is moved.

Turn off the water

If you have finished washing always turn off the water at the stopcock.

If you do not have permanent plumbing you will also need to disconnect the water supply and stow the drain hose after emptying it in a bucket.

Cleaning your dishwasher

1. Before doing any cleaning check that the electricity supply to the machine is switched off.
2. Clean the spray arms occasionally. To do this, remove the arms (the lower arm clips into place and can be removed by lifting upwards) and brush them under fresh running water or use in a mild soap or detergent solution. They need to be kept clean to keep the jets clear and spraying properly.
3. Clean the metal surfaces on the outside of your machine with a damp cloth only. Do not use any abrasive cleaners or metal polishes, otherwise you will damage the protective coating on these parts.
4. If the machine is not going to be used for a long time leave the door ajar to allow air to circulate inside.

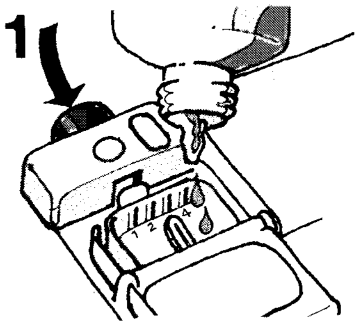
Filling the rinse aid container

The rinse aid container is located on the back of the door (see page 4).

Open the container by pressing the red button (arrowed 1), the lid will spring open.

Pour in approximately 200 ml (⅓ pint) of rinse aid.

Close the lid firmly so that it clicks shut.

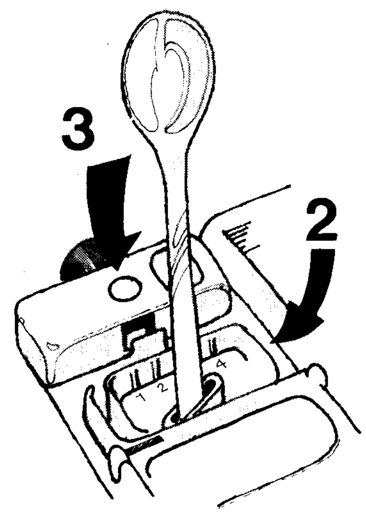


Adjusting the rinse aid dispenser

The dispenser automatically adds rinse aid to the final rinse. It can be adjusted using the slot as shown (arrowed 2).

Any position from 1-4 can be chosen, the higher numbers dispense more rinse aid. We advise a setting between 3 and 4.

See pages 16-18 which highlight the faults found on washing with too much or too little rinse aid.



Rinse aid refill indicator window

When full this window will appear as an opaque red colour (arrowed 3).

When the window becomes clear (after about 30 rinses on setting 3) refill the dispenser.

3. Detergent

The detergent dispenser is next to the rinse aid dispenser, and it should be filled before each wash.

Important note: only use special dishwasher detergent. Do not use ordinary washing-up liquids or washing powders.

Filling the detergent dispenser

The dispenser will normally be open after a programme has finished. If not press the button underneath and the lid will spring open.

The dispenser has two chambers. If you are using a Normal wash programme fill the larger, 25 cc, chamber. If you are using an Economy programme fill the smaller, 15 cc, chamber. (See Programme Guide, page 13).

You can of course vary these quantities slightly in the light of your own experience.

When filled close the lid firmly so that it clicks shut. It will automatically spring open during the programme to release the powder.

Loading the dishwasher.

There is no one correct method for loading the dishwasher. The upper and lower baskets are designed to give the maximum flexibility possible to cope with the almost infinite variety of cups, glasses, dishware, pots, pans and utensils – not to mention your oven fittings or teapot – which might be put into them.

The pictures shown opposite in combination with the tips below should give you a very good guide.

Loading tips

- Firstly remove all excess food, as you would for hand washing.
- Arrange all items so that water can drain away, as you would on a draining board.
- Large or heavily soiled articles should go in the lower baskets.
- Smaller, delicate items (eg glasses) should go in the top basket.
- The upper basket can be adjusted to allow for large items in the lower basket (see page 10). The left-hand plate rack in the lower basket can be removed to allow for the washing of large items.
- Arrange plates so that they are not touching and water can flow freely between them.
- Tall, narrow receptacles should be placed in the centre of the baskets directly over the spray.
- Long stemmed glasses should lean against the cup rack not against dishware (see upper photograph).
- Cutlery should be distributed randomly in the cutlery basket with handles down (except if the handles are very thin and could drop through the basket).
- Long cutlery, such as ladles and knives should be laid horizontally across the filled cutlery basket (see lower photograph).
- Pans and pots with baked-on areas should be arranged so that the water jets can have direct access to the dirty areas.

Warning: Plastic and Wooden items.

Make sure light plastic/wooden items are weighted down with heavier objects so that they cannot become dislodged and come into contact with the heater (see page 4). Also do not place these items directly above the heater.

After loading check that the upper spray arm is free to rotate by giving it a spin with your hand.

Economy 7

Your dishwasher can be used with Economy 7 or any other cheap rate electricity using a separate time switch into which the dishwasher is plugged.

To do this, switch the power supply on, select the programme required and press the On/Off switch. Allow the timer to index on for five seconds. Switch the power supply off at the mains socket. Then programme the separate time switch to switch on the mains power at the time you want. The machine will then automatically start at this time.

A suitable time switch, Part No. 168400, is available from your local Hotpoint Service Centre (see back page) using the enclosed Accessories Order Form.

Programme guide.

Programme					
Programme description	Pre-rinse	Quick Wash	Economy	Normal	Maximum
Temperature	No heat	50°C	65°C	50°C	65°C
Type of utensil	All*	All	Glasses Fine porcelain Breakfast dishes Supper dishes Daily dishes Cutlery	Glasses Fine porcelain Breakfast dishes	Fine porcelain Breakfast dishes Supper dishes Daily dishes Cooking utensils Cutlery Oven/Hob fittings
Soiling level	All	Light	Normal or slight	Normal or slight	Heavy
Load level	Full	Half	½ to full	Full	Full
Detergent quantity	None	15cc or less Small Chamber	15cc Small Chamber	25cc or less Large Chamber	25cc Large Chamber
Programme time (min) Cold fill Hot fill (70°C)	 7 7	 29 18	 75 45	 75 45	 80 45

*Use pre-rinse when utensils are collected over a period of several days, to prevent soiling from becoming hardened.

The controls.

After you have followed the final checklist on the previous page you will be ready to start.

All you have to do is select a programme and start the machine.

Selecting a Programme

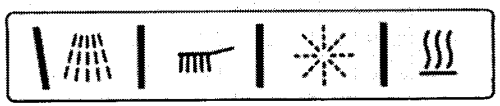
To select the programme you require simply press the button below the relevant symbol (see opposite for the Programme Guide).

Starting the Machine

Press the On/Off switch. The Mains Indicator Light will come on and you will hear the machine begin to work.

Programme progress indicator

As the programme proceeds the progress indicator will move across the display on the left hand side of the fascia, shown below.

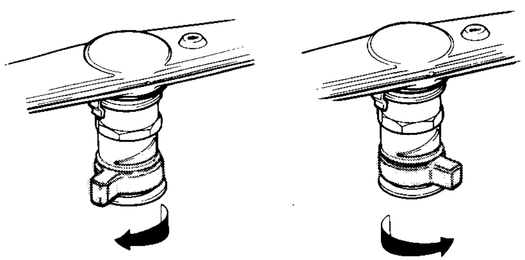


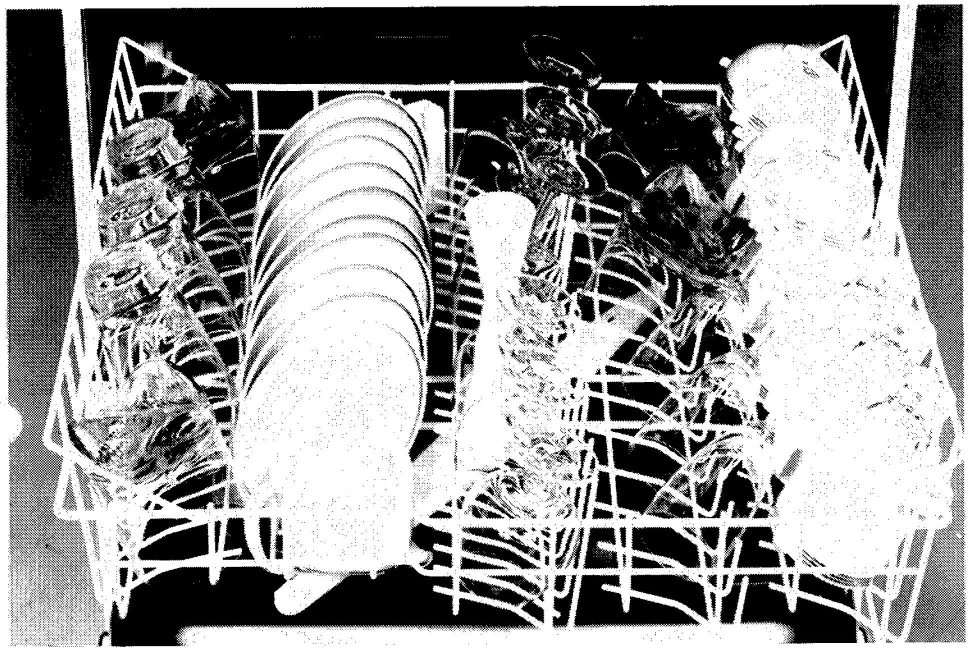
Please note that during periods where the water is being heated the indicator will remain stationary for some time so don't worry.

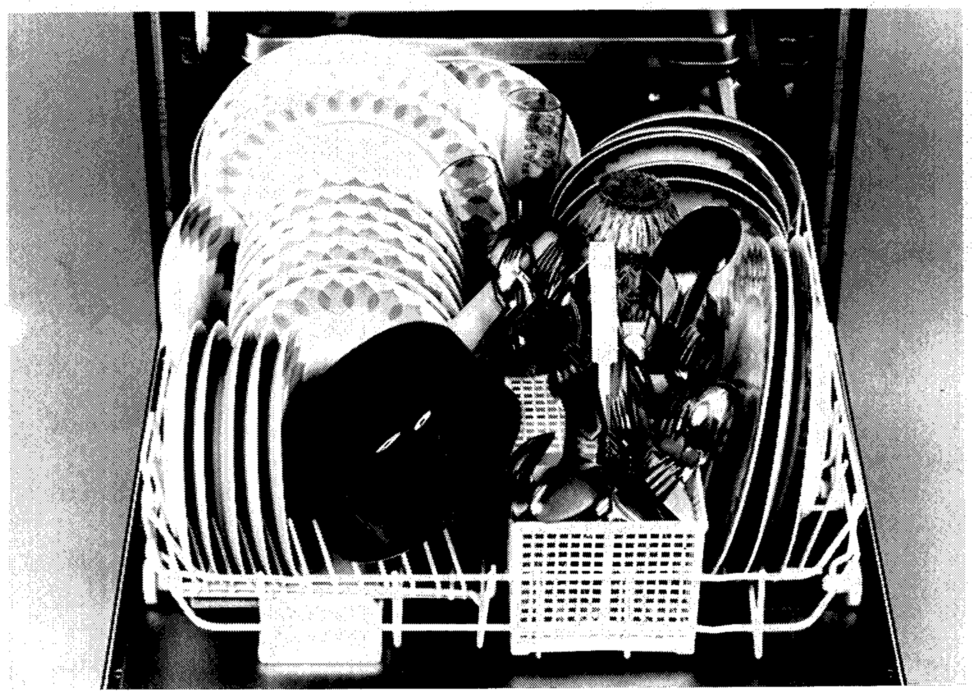
Adjusting the Spray Force Regulator

The strength of the spray from the bottom arm can be set as follows:

MIN – Small load/Glasses in lower basket.
MAX – Fully laden.
Any intermediate setting can be used.



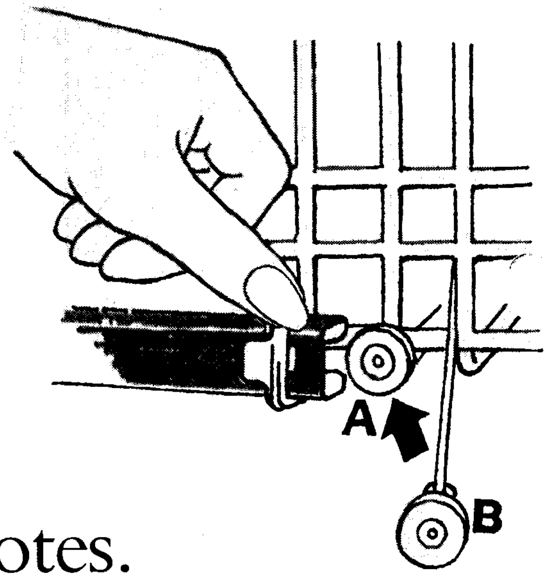

Upper Basket


Lower Basket

Loading the dishwasher. (cont'd)

Adjusting the height of the upper basket

You can adjust the height of the upper basket if required. The upper basket can be put in on the upper rollers (A) or on the lower rollers (B) in order to make more room in either the upper basket or lower basket for tall utensils.



Special care notes.

Stainless steel items

Stainless steel is very good for washing in the dishwasher. Some types however can become tarnished by the humid atmosphere in the dishwasher during drying.

To avoid this remove the cutlery at the end of the washing programme and wipe dry.

Any staining will not harm the cutlery and can be removed with a proprietary stainless steel cleaner.

Silverware

Silverware can be washed in your dishwasher but should not be washed alongside stainless steel cutlery as this could cause corrosion of the stainless steel.

To 'polish' tarnished silver and A1 EPNS, a *Silver Sparkle* cassette is provided.

It should be placed in the cutlery basket and the silver cutlery placed inside. The areas of discolouration will disappear after a few washes.

It should be noted that any decorative toning on the handles of silverware will eventually fade, so if this is of particular importance to you do not wash such items in the dishwasher.

Aluminium items

Bright polished, matt, enamelled and non-stick coated aluminium items are all suitable for washing in a dishwasher.

However aluminium is vulnerable to everyday minerals found in water, which could lead to discolouration during rinsing. If items show signs of discolouration they should be removed immediately after the washing cycle and rinsed in cold water by hand. This discolouration will not, however, seriously affect the aluminium.

Final checklist before machine is started.

Before you start the machine always take a few seconds to run through this checklist. This way you will avoid any mistakes which could affect the performance of your dishwasher.

1. Machine plugged in and switched on at the mains socket.
2. Water supply connected and turned on at the stopcock or tap.
3. Drain hose in position.
4. Salt level indicator showing green (page 6).
5. Rinse aid indicator opaque (page 7).
6. Detergent dispenser filled and lid firmly closed (page 7).
7. Load stacked so that it does not obstruct the spray arms or detergent container lid.
8. Filters at the bottom of the machine are clean and correctly positioned (page 15).
9. Door of machine closed firmly so that it clicks shut.

THE SERVICECENTRE

Key Contacts

After Sales Service

Over 1100 trained specialists, directly employed by us, ensure that you have complete confidence in both the appliances and services we offer.

Repair Service
UK: 08709 066 066
(Open 8 to 8 Mon - Fri, 8 to 6 Sat & 10 to 4 Sun)

www.theservicecentre.co.uk

Republic of Ireland: 1850 302 200

Note: Our Service Operators will require the following information:

Model Number
Serial Number

Extended Warranties
UK: 08709 088 088
(Open 8 to 6 Mon - Fri)

www.theservicecentre.co.uk

Republic of Ireland: 1850 502 200

Genuine Parts and Accessories
UK: 08709 077 077
(Open 8-30 to 5-30 Mon - Fri, 8-30 to 12 Sat)

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Republic of Ireland: (01) 842 6836

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